

# THE TELECOMMUNICATOR



DAS Telecom Business Office Group Newsletter

1st Quarter April 2020

## Topics in this Newsletter

- Current Tangoe Billing Statuses
- Tangoe Order Processing Update
- Tangoe Order Stats
- Important User Information (New)
- Tangoe Tools & Tips (New)
- State of CT DAS Telecom Links
- Vendor Contact & Promotion Information (New)
- e-Cycle
- Cost Savings Recommendations—IMPORTANT

*3G/4G EARLY DEVICES?*

*WOULD YOU LIKE TO  
SAVE MONEY?  
EVERY PENNY COUNTS!!!*

*e-CYCLE OPTION  
IS A GREAT OPTION!!!*

*.....STAY TUNED FOR  
HELPFUL TIPS & TOOLS  
FROM OUR QUARTERLY  
NEWSLETTER*



## In This Issue

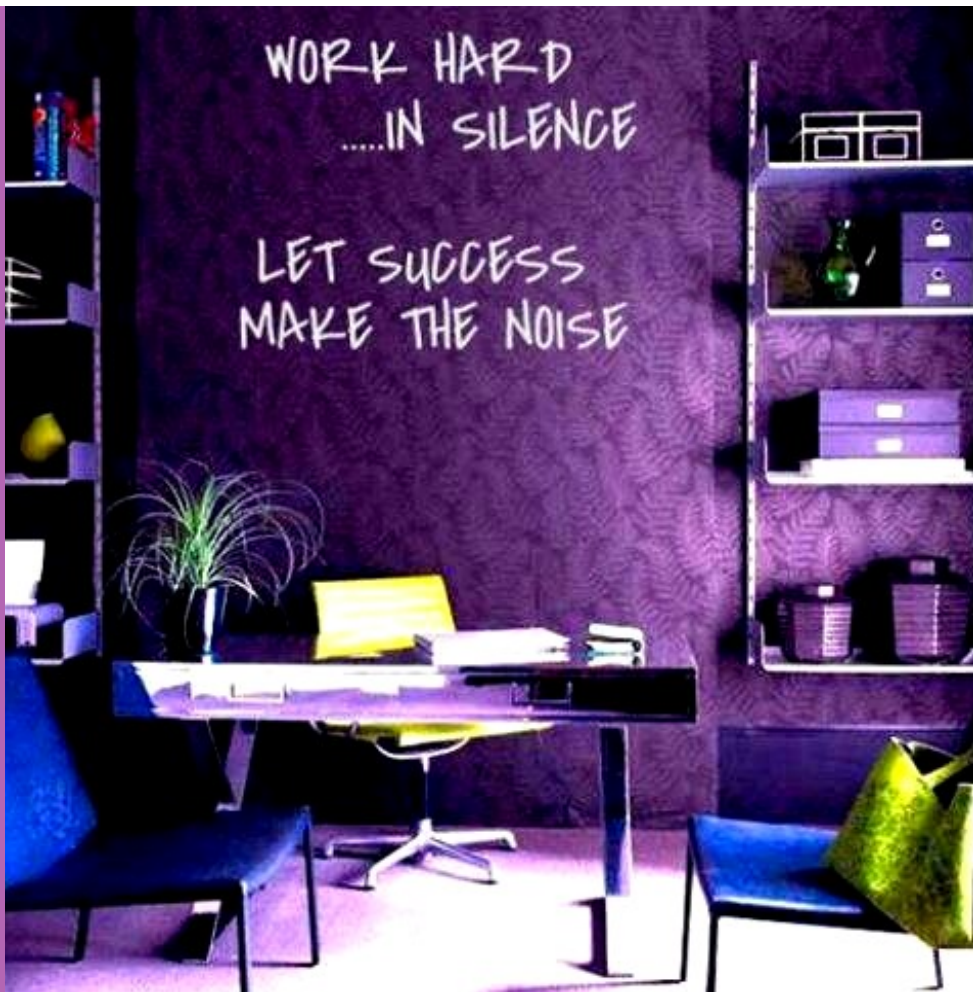
- Vendor Promotions
- Cost-saving Measures (e-Cycle)
- Important Information for our User Community
- Useful Links



## Current Tangoe Billing Statuses

- ⇒ AT&T MOBILITY ————— APRIL 2020 IN PROCESS
- ⇒ AT&T LANDLINES ————— APRIL 2020 IN PROCESS
- ⇒ FRONTIER ————— APRIL 2020 IN PROCESS
- ⇒ SPRINT ————— APRIL 2020 IN PROCESS
- ⇒ T-MOBILE ————— APRIL 2020 IN PROCESS
- ⇒ VERIZON BUSINESS ————— APRIL 2020 IN PROCESS
- ⇒ VERIZON WIRELESS ————— APRIL 2020 PAID
- ⇒ WINDSTREAM ————— APRIL 2020 IN PROCESS
- ⇒ PARTNER ————— MARCH 2020 IN PROCESS

**NOTE: Please note that May 2020 invoices are the final invoices being processed for fiscal year 2020.**



## Tangoe Order Stats

For 2020, as of April 27, 2020,

1,316 orders have been placed and

completed through Tangoe, and

74 orders have been placed and are pending completion.

# Important User Information

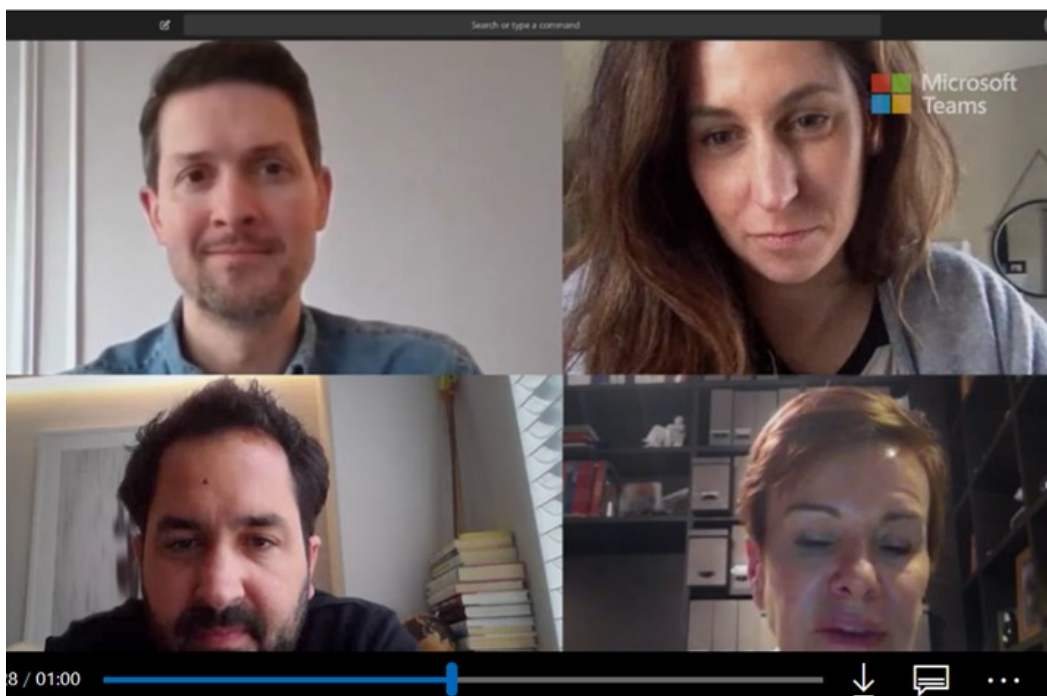
## DAS Work From Home Conferencing Recommendation

During the State's current work from home strategy the Department of Administrative Services agency has successfully used the TEAMS application for their conferencing needs. **AT NO ADDITIONAL COST TO THE AGENCY**, with the caveat being a \$40 per user per year charge for dial-in ability. If you, the user, create the meeting, your number will become available in the meeting info for external participants.

The DAS Telecom Business Office group has noticed that since the State's work from home strategy has been implemented there has been a large increase in the number of agency orders for Verizon conferencing services. There is a cost for usage of these services, and we anticipate some sticker shock once invoices for these services are received and processed.

The State has a master contract with Microsoft for Office 365 that incorporates the TEAMS application (think Skype, Zoom, etc). If your agency has implemented Office 365 we strongly recommend that you use the TEAMS application option as a cost savings measure. If not, then contact your agency's IT group to inquire as to when they expect the State's Office 365 strategy to be implemented at your agency.

For information regarding TEAMS please see the State's ['Work From Home Technology Resources / Microsoft TEAMS' website](#).



# Important User Information (Cont.)

## Keeping The User Informed

- Beginning November 3, 2019, most Android and iOS devices manufactured between 2006 and 2016 could be impacted by GPS Week Number Rollover. We want you to be aware of and prepared for potential impacts to your device.
- GPS (Global Positioning System), which is commonly used for navigation, utilizes a week counter to calculate the date. The counter rolls over every 20 years, requiring an adjustment.
- The GPS adjustment (rollover) will affect the accuracy and performance of the navigation apps, time and date on your device. Voice, text and data services will not be affected.

## What you need to know:

- Impacted devices include CDMA/3G/early 4G devices
- Apple users can download the latest software to correct this issue
- Android users that require location accuracy will need to upgrade to a newer device
- When trying to activate an existing device please confirm with your sales rep whether that device is still being supported. They may recommend an upgrade to a free or reduced price device.

Contact your Sales Representative for more information.





# Tangoe Tools & Tips

## Conferencing Notes:

Conference Instant Meeting subscriptions under Verizon Conferencing are not transferrable to another User **under any circumstances!**

These are set up for one person that is in charge of this subscription's fees and charges and are set up using their employee id number and their specific contact information and the numbers and codes are for their use and considered personal and confidential and should not be shared.

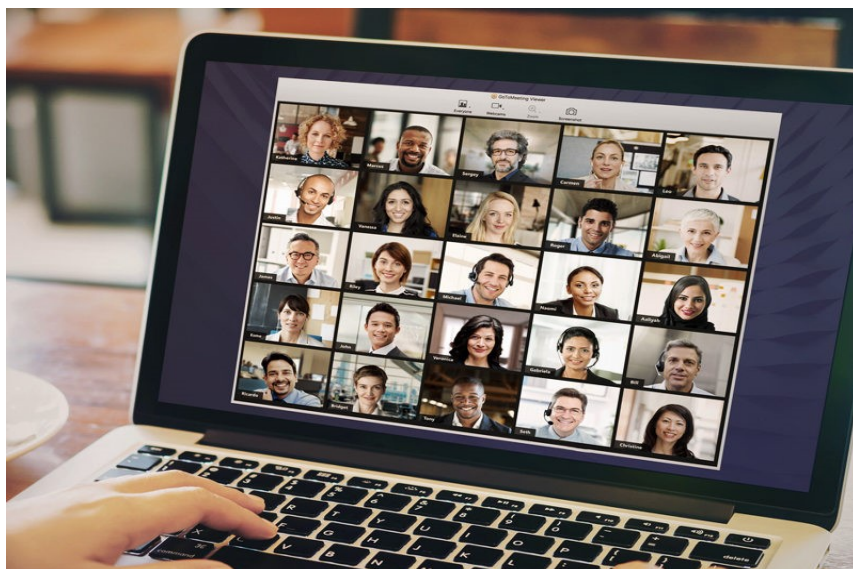
Please Deactivate Conference Subscriptions when a User transfers to another agency, is terminated, or retires by placing a disconnect order (see below).

Increases or decreases in ports require a change/add order in Tangoe (if possible, see below).

Tangoe does not have a template to Disconnect a Conferencing ID or a Change/Add to Conferencing ID template, however, you can use the Disconnect Template and Change/Add template if the Conferencing ID information is in the Tangoe "Inventory". To check to see if a subscription number is in the Tangoe inventory, under Inventory and Identifier, please enter the Leader's Last name. An ID will come up. Telecomm can also check under the employee to see if one is assigned. Email [best.telecomm@ct.gov](mailto:best.telecomm@ct.gov) if you need assistance in locating. If the Conference Identifier can be selected, an order can be placed, which is the preferred method for this.

If you cannot place an order for these situations as the Identifier cannot be located in Tangoe inventory, please email [best.telecomm@ct.gov](mailto:best.telecomm@ct.gov) and in the Subject line put "Disconnect Conference Subscription" or "Change Conference Ports" so it is easily identifiable as an order.

Any questions, email [best.telecomm@ct.gov](mailto:best.telecomm@ct.gov).



## Conferencing Ordering

\*Information needed to place a conferencing order on the Conferencing ID order Template in Tangoe CMP. If any of this information is missing, it will delay the submittal of your order. If requesting more than 20 ports, or an increase, the process can take up to two weeks to complete.

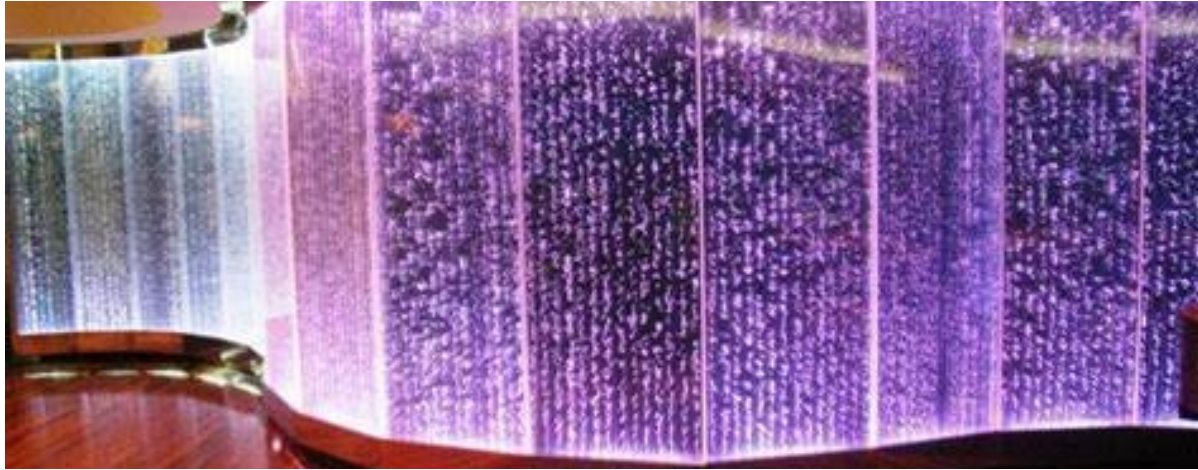
In Order Information section, please use the “Special Instructions” box to enter the below information. This is the only way we can see the information necessary on the orders when they come to us. The same information also needs to be included in the “Extended Attributes” section so that the Conference Subscription will appear in the Inventory once completed.

It is imperative that you use the correct information when placing a conferencing order. Verizon may need to contact you regarding the order and if we do not have proper information, this can lead to many different problems. This is especially important when it comes to the specific time of your conference.

**Include this sample wording in Special Instructions along with the below information:  
“Create Instant Meeting Subscription for XX ports (insert the particular number of ports requested) for the following employee:”**

- ⇒ **Employee’s Name (Conference Leader)**
- ⇒ **Employee’s work telephone number.** This should be the work phone number (not a cell-phone) that the employee can be contacted on during regular business hours.
- ⇒ **Employee’s complete work address including** zip code. This is required within Verizon’s conferencing system to setup the Leader.
- ⇒ **Employee’s State ID**
- ⇒ **Employee’s work email address.** The email must be accurate as the conference confirmation is sent to the Employee/Leader.
- ⇒ **Agency Cost Center**
- ⇒ **In Service Information section for “Type”, chose “Audio” for Instant Meeting.**
- ⇒ **In Assignments section populate the employee name in “Employee Name” box.**
- ⇒ **Populate each line in “Extended Attributes” by filling** in the same information you just previously typed in “Special Instructions”. Highlight one line at a time and type in that line’s information in the “Assign Value” box and then click the “Update” tab for each line. You do not need to enter a Value in the “Verizon Conference Plan Name” line.

If you have any questions, please contact Best.Telecomm@ct.gov prior to placing the order.



## **A few Tangoe notes:**

Some notes on Device/User Assignments:

If a device is ordered for an employee, please enter the employee information on the order template.

New employees can take 45 – 60 days to be entered into Tangoe depending on date of hire. If a device is ordered for a new employee, please enter the employee's supervisor information on the order template. In special instructions, please note the user's name for the Vendor. An email can be sent later to [best.telecomm@ct.gov](mailto:best.telecomm@ct.gov) to update the inventory assignment.

If a device is ordered for a non-employee, it is important to enter their supervisor's employee information on the order template. Non employees cannot be added in Tangoe.

If a device is ordered for a department, it is important to enter a supervisor's employee information on the order template. Departments cannot be added in Tangoe.

If you are ordering more than one device on an order, Tangoe only accepts one User Name per order. Please attached or send a separate email excel spreadsheet including the employee ID number and full employee name (ie: Joe Smith should say Joseph Smith) so we can send a bulk update to Tangoe after the order is completed. If the name is not exact it will not be accepted.

To make a change to the Cost Center or User Assignment for a number, the Change/Add order template may be used to place an order to update Tangoe and the Vendor. Multiple numbers can be changed on one order. This is the preferred method for updating this information. Please also note what you are doing in the "special instructions" box to avoid confusion.

Any questions, please email [best.telecomm@ct.gov](mailto:best.telecomm@ct.gov) for assistance.



# State of CT DAS Telecom Links

## State of Ct DAS Telecom link(s)

[CT.GOV HOME](#) / [DEPARTMENT OF ADMINISTRATIVE SERVICES](#) / [FOR AGENCIES AND MUNICIPALITIES](#) / [DAS BUSINESS OFFICE](#) / [DAS TELECOMMUNICATIONS BUSINESS OFFICE GROUP \(TBOG\)](#) / TANGOE INFORMATION AND GUIDES

DAS Telecommunications Business Office Group (TBOG) >

Tangoe Information and Guides >

Telecommunications Help & Support for DAS & DAS Customer Agencies >

Telecommunications Vendor Contact Information >

Telecommunications Vendor Contracts with Product Schedules & Catalogs >

The Telecommunicator Newsletter >

Search Department of Administrative Services

by Keyword



## Tangoe Information and Guides

The Tangoe CommCare Management Platform (CMP) is the state contracted telecom expense and inventory management system for agencies to place telecom service and device orders, as well as monthly vendor billing and payment information.

[Click here to login to Tangoe](#)

[Video Tutorial: Tangoe Provisioning - Request Template](#)

[Tangoe Order Scenarios](#)  (Word document download)

[Tangoe User Authorization Form](#)  (Word document download)

[Tangoe New Wireless Device and Service Ordering Process](#)

[Tangoe Disconnect Process](#)

[Tangoe Report Descriptions](#)  (PDF download)

[Tangoe CMP Sample Reports 4.0](#)  (PDF download)

[Tangoe Bulk Porting Instructions Spreadsheet](#)  (Excel spreadsheet download)

TOP

# Wireless Vendor Contact Information

## AT&T Mobility-

Anthony Napolitano

860-302-5834

[an2781@att.com](mailto:an2781@att.com)

## Sprint

Bennett Rudomen

617-839-6674

[bennett.rudomen@sprint.com](mailto:bennett.rudomen@sprint.com)

## T-Mobile-

Henry Novelo

203-909-1005

[Henry.Novelo@T-Mobile.com](mailto:Henry.Novelo@T-Mobile.com)

## Verizon Wireless-

Evan Holahan

860-819-5230

[evan.holahan@verizonwireless.com](mailto:evan.holahan@verizonwireless.com)



# \$\$\$ VENDOR PROMOTIONS \$\$\$

## **AT&T Mobility-**

- ⇒ Great News from AT&T on Device Pricing—Spread the word.....
- ⇒ 64 GB iPhone XR is only \$0.99 until May 30th
- ⇒ 64 GB Galaxy S9 is only \$0.99
- ⇒ New Sonim XP3 Rugged Flip Phone is only \$0.99

## **T-Mobile-**

- ◆ T-Mobile Amplified is an exclusive discounted rate plan where employees and their families can benefit from T-Mobile's most premium plans with huge savings. A family of 4 can save up to 33% off the regular price. **Not available in retail stores.** Call 888-256-5541 and use promo code 4469TMOFAV.
- ◆ **ONE Military & First Responders**- gives veterans, service members, and their families all the benefits of T-Mobile, up to 50% off..
- ◆ **Rules and Restrictions May Apply/Offers may change without notice - For additional information please email: [joanne.pritts@t-mobile.com](mailto:joanne.pritts@t-mobile.com)**
- ◆ **Over 55 - Our 55+ plan is \$50 for 1 and \$70 for 2 lines w/autopay.**

## **Verizon Wireless-**

- ◇ **64 GB iPhone SE (2020) is only \$0.00**
- ◇ **\$200 Bill Incentive Credits for lines ported from another carrier (device must be on \$34.99 service plan). OR Bring Your Own Device discounts available as well!**
- ◇ **Are your Mobile devices secure? [Check out Verizon's Mobile Security Index Report 2020](#)**
- ◇ **Is your department operating in remote/temporary offices? Need to manage or efficiently route the influx of calls? [Check out our turn key solution - One Talk](#)**
- ◇ **Priority Communications for your department - [Get voice and data priority when your agency needs it most.](#)**
- ◇ **Digital Signage - [Remotely update displays with new visual content or messages](#)**

# \$\$\$ VENDOR PROMOTIONS (Cont) \$\$\$

## **Sprint-**

Sprint offers State of Connecticut employees Unlimited Premium for the price of Unlimited Plus on personal wireless services, a saving of \$10/line/month and Sprint Perks! Online: [sprint.com/government](http://sprint.com/government) | Tele-sales: (866) 639-8354

### **Use Code (Corporate ID): GRETL\_ZZZ**

Unlimited Premium includes all the Sprint Perks below with a yearly value of \$875:

### **Amazon Prime, Hulu, Lookout, Tidal, 100 GB Hotspot, Canada & Mexico Unlimited Roaming**

and more ways to Save:

- Free Next Day Shipping
- No Activation Fee
- **\$100 Prepaid MasterCard with new phone lease.**

with Sprint's 100% Total Satisfaction Guarantee.

**Limited Time Offer** Contact: Marie Urbanetti | [Marie.J.Urbanetti@sprint.com](mailto:Marie.J.Urbanetti@sprint.com) | (860) 201-7894 or (203) 416-6485





# ~Ways to Consider Cost Savings~

## e-Cycle

Did you know that the State of CT has a contracted telecom recycling vendor who may purchase your old devices (cell phones, tablets, PDAs, etc.) from any of the wireless vendors?

If you are interested in using e-Cycle for recycling your wireless devices for possible purchase, please reach out to Kennedy Edwards. She will provide instructions and shipping labels to you. In addition, you should also advise e-Cycle to mail any checks directly to your agency (Payable to Treasurer, State of CT) and provide your agency's address information.

### Contact Information:

Kennedy Edwards, Client Relationship Manager

O: 614-345-2753 C: 916-2017-5110 F: 614-345-2342

Email: Kennedy.Edwards@e-Cycle.com

### \*\*\*\*Cost Saving Recommendations\*\*\*\*

\*There are many different cost saving measures available to you. If you are not using a tablet/device or if there is no data usage, you may be able to suspend the plan (**even for a limited amount of time**) and save your agency money.

\*If an employee retires or leaves/terminates, please issue an order to disconnect or suspend all the services assigned to this employee. \*\*\*\*IMPORTANT\*\*\*\*

If you have any inactive devices on hand, you may place a new Tangoe order to activate new service on the existing device. This will save time and money.



## **FAQs / Miscellaneous Information / Future Editions**

**Our goal is to publish a quarterly newsletter. If you have any questions or comments that you think would be of use to others please let us know. We will consider any submissions and then add to the newsletter as the information is appropriate. Thank you for reading and we hope that you will continue to find the newsletter of use and interest to you!**

**If you have any information to add please email @ [amy.whitehouse@ct.gov](mailto:amy.whitehouse@ct.gov) .**

